

Director of Racquet Sports

Chicagoland private club is seeking to place a highly capable professional with strong leadership experience as their next Director of Racquets (DOR). A positive, innovative, and energetic approach to the programming and duties is essential in addition to the future DOR's leadership and team-building skills. A focus on competitive, social, and family activities for all levels of players across tennis, platform tennis, and pickleball is paramount. The candidate must be able to demonstrate proven written and verbal communication skills and financial acumen. The ideal candidate will be highly visible, enthusiastic, and who genuinely enjoys building member relationships.

The DOR is the 'face' of our racquets program and is expected to ensure that the best interests of the membership are supported and enhanced through leadership, which must be one of natural positive engagement, a strong communicative style, and an infectious enthusiasm for the role he/she has assumed. Of extreme importance is the continued development and motivation of an effective and dedicated team, leading to increasing levels of membership satisfaction.

This position is a member of the Senior Leadership Team and works closely with all Club department leaders to ensure the achievement of the club's mission, values, and objectives. Working with Club maintenance staff to ensure all courts are up to standards set by the Club, working with F&B staff to make sure appropriate food and beverage are provided at Racquets events. Following General Manager's lead in participation of club wide events. The DOR must enforce all club policies.

The DOR is responsible for the oversight and execution of the entire Racquet Sports Program. He/She will lead a team of Tennis, Pickleball, and Paddle Professionals and all respective staff to ensure clear and consistent communications as it pertains to expectations, organization, labor costs, services offered, and overall operation of each department. He/She will provide assistance with financial forecasts and analyzing budget variances in the department. Oversee department POS operations to ensure accurate billing and accurate sales/activity reports.

The DOR will be responsible for all Racquets programming, the utilization of all facilities, and all operations to deliver the best experience for both Members and guests. The DOR is able to forecast, plan, and manage all facets of the department including instructional, staff mentorship and supervision, social and competitive programming, and of course the highest level of member service. Excellent and timely communication skills are of the utmost importance.

The goal of the Racquets Program is to deliver a consistent member/guest experience that meets or exceeds expectations daily. The DOR will strive to maximize revenues through creative planning and strategies that increase sales while enhancing member participation.

Attends meetings of the Racquets committees, of which he/she is an ex-officio member, sharing information and listening to concerns, as well as sharing perspectives and recommendations. Attends and participates in weekly senior leadership meeting.

Is a strong “consensus builder,” recognizing the importance of having effective skills to reconcile differences and inspire solutions for a better operation and Member experience.

Safety and Compliance: Establish and enforce safety protocols and guidelines for racquet sports activities. Ensure compliance with relevant regulations, policies, and procedures, including risk management practices.

Facility Management: Coordinate with facilities management to ensure adequate and appropriate spaces for racquet sports activities. Maintain and oversee the maintenance of racquet courts, equipment, and other related facilities.

The DOR is a highly visible position requiring strong presence, leadership, and communication skills with Members and Staff alike. He or she is expected to be a passionate leader of the organization, promoting racquets at the Club, and engaging his/her team to have a similar enthusiasm.

Certification by nationally recognized body in each of the three sports is preferred. Extensive teaching and programming experience a must.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

Interested candidates should prepare a thoughtful cover letter and resume and provide your LinkedIn address.

Salary is open and commensurate with qualifications and experience. This is a non-seasonal position, Full Time, Exempt with Bonus Potential, PTO and Medical and Dental available. Association membership package.

Please forward interest to: paul.macdonald@comcast.net